

Office of Statewide Health Planning & Development Healthcare Information Resource Center

Pricing Policy

The purpose of this policy is to provide guidance on the pricing of products produced from the data programs and divisions of the Office of Statewide Health Planning and Development (OSHPD). It is the intent of the Healthcare Information Resource Center (HIRC) to provide standard data sets, custom data sets, data extractions, and publications at a reasonable and fair price, to cover the cost of producing the product on a variety of media.

1. **Standard Products:**

Each standard product through HIRC has an established price or may be available free as a downloadable product. Please call our office at (916) 326-3802 for price information or e-mail HIRCWeb resource for inquiries. For online products go to OSHPD's Web site at: (<http://www.oshpd.ca.gov>).

2. **Custom Products:**

Customers are encouraged to use a standard database product from which they can produce their own custom reports based on their individual needs.

Requests that require custom programming or manual extraction from hard copy reports or publications are charged according to "time and materials" and the complexity of the request.

3. **Data Available on the OSHPD Web Site:**

Various data products are available and downloadable through OSHPD's Web site (<http://www.oshpd.ca.gov>). If you cannot access the Web site or download the information, the data may be purchased at the standard product price specified through HIRC. If Web information is inaccessible due to OSHPD technical difficulties, call the office with verification of the problem and the customer service staff will assist you.

4. **Photocopying/Faxing:**

Requests that require simple photocopying and/or faxing shall be subject to the following:

- Photocopying limited to 30 pages.
Faxing limited to 10 pages.
- 1-3 pages photocopied/faxed: No Charge.
- Over 3 pages photocopied/faxed: \$.08 per additional page.

Office of Statewide Health Planning & Development Healthcare Information Resource Center

Pricing Policy

For photocopying requests beyond these limits, statutory fees for Public Record Act requests will apply.

5. **Exchanges:**

A customer may not exchange his/her originally requested data set for a data set in another medium and/or format. Each production of a data set requires staff and computer resources, regardless of the medium or format.

All data products have a 45-day limited warranty. If a data product is damaged during shipping or contains errors made by OSHPD or HIRC, the product may be returned for a replacement, provided the product is returned and reaches HIRC within 45 days of the original shipping date. The replacement is limited to providing the client with a useable copy of the original data product requested. HIRC is not liable for any errors in, or damage to, any product after 45 days of the original shipping date.

No other exchanges may be made without a HIRC Manager's consent.

6. **Replacement Documentation:**

Documentation is automatically provided with most standard electronic data products and custom data compilations. The Documentation is also available downloadable on OSHPD Web site. Additional copies or replacement documentation are available for purchase at the price specified through HIRC. Please call the office for price information.

7. **Methods of Payment:**

All products made available from HIRC can be purchased using check or credit card. Purchase Orders will not be accepted. Orders will not be shipped until full payment is received.

8. **Complimentary Data:**

The most current three years of data may be distributed free of charge to qualifying organizations including the following:

- Federal, State, City, and County government agencies
- Nonprofit organizations with 501(c)(3) status
- Nonprofit educational Institutions

Office of Statewide Health Planning & Development Healthcare Information Resource Center

Pricing Policy

Includes: University of California, California State University, or other In-State Academic Institutions, Other States's Universities or Academic Institutions

- Public libraries

Requests for complimentary data from **non-profit 501(c)(3) organizations** must:

- Be submitted on official letterhead.
- Be signed by the director of the organization.
- Specifically identify the data product needed.
- State the anticipated use of the data.
- Include the official IRS document indicating the organization has a non-profit 501(c)(3) status.

Request for complimentary data from academic institutions must:

- Be submitted on official letterhead.
- Be signed by the chairperson of the department that is requesting the data.
- Specifically identify the data product needed.
- State the anticipated use of the data.

Requests for more than three years of complimentary data need management approval.

Patient Discharge Data (PDD), Emergency Data (ED) and Ambulatory Surgery Data (ASC)

PDD, ED and ASC data sets are provided on a complimentary basis to eligible university researchers and non-profit institutions, for three years worth of data starting with our most recent year's data, as stated in item 8 Complimentary Data.

- OSHPD Patient Discharge Data is \$200.00/year, for a full year's worth of data.

As an example, a requestor seeking our public PDD files for 2000-2005 would pay \$600.00 to cover 2000, 2001 and 2002 PDD (\$200/year) and the requester would receive 2003, 2004 and 2005 at no charge.

- OSHPD Emergency Department and Ambulatory Surgery Data are each \$200.00 for a half year's worth of data (Jan-June and/or July-Dec.).

Office of Statewide Health Planning & Development Healthcare Information Resource Center

Pricing Policy

A requestor seeking copies of our public ED files for 2000-2005 would pay \$1,200 to cover 2000, 2001 and 2002 (\$200/year x 2) and the requester would receive 2003, 2004 and 2005, both halves of each year, at no charge.

These prices apply to both public and nonpublic patient level data sets and includes the Model Data Sets for Healthcare Operations (Hospitals) and Public Health (Local Health Officials).

Complimentary customized computer runs are not available. Please see Item 2 Custom Products.

The Office reserves the right to restrict this policy at any time. The distribution of complimentary products may be limited to in-stock items.

9. Special Handling:

All products will be shipped via the U.S. Postal Service's Parcel Post or via the State's contracted commercial carrier unless other arrangements are made. Overnight services must be paid for by the requester.